

## Presentation ThyssenKrupp Elevator & Services

Düsseldorf, October 15, 2008

#### **Edwin Eichler**

Member of the Executive Board of ThyssenKrupp AG CEO ThyssenKrupp Elevator AG CEO ThyssenKrupp Services AG

### **ThyssenKrupp**



## ThyssenKrupp Group FY 2006/07

### TK Services business 07/08E:

Sales

> €22 bn

• EBT

> €1.1 bn

• Employees ~ 90,000

## ThyssenKrupp AG

Sales: €51.7 billion • EBT: €3,330 million • Employees: 191,000

St	eel	Capital Goods	Services						
Steel	Stainless	Technologies	Elevator	Services					
Sales: €13.2 bn Employees: 40,000	Sales: €8.7 bn Employees: 12,000	Sales: €11.5 bn Employees: 55,000	Sales: €4.7 bn Employees: 40,000	Sales: €16.7 bn Employees: 43,000					

Inter-segment sales not consolidated





## The Elevator and Services Business of ThyssenKrupp

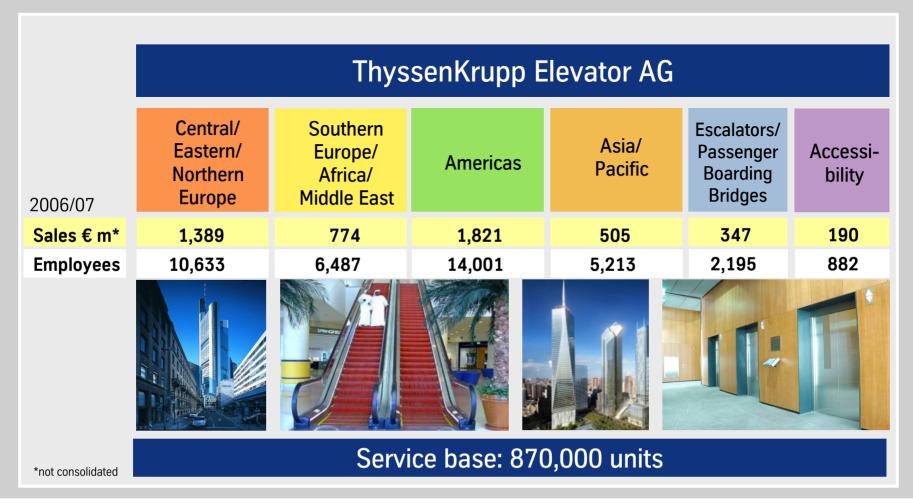
	Elevate	or			Services							
	05/06	06/07*	9M 06/07*	9M 07/08	05/06	06/07	9M 06/07	9M 07/08				
Sales	4,298	4,712	3,350	3,559	14,204	16,711	12,614	12,702				
EBT	391	(113)	(187)	301	482	704	550	515				
TKVA	264	(226)	(274)	215	294	487	385	337				
ROCE	22.6%	(4.2%)	(12.6%)	24.7%	19.2%	23.6%	24.5%	20.4%				
Employees	36,247	39,501	38,556	42,108	40,163	43,012	43,098	46,506				

<sup>\*</sup> ThyssenKrupp Elevator figures for fiscal 2006/07 include the EU fine and resultant effects





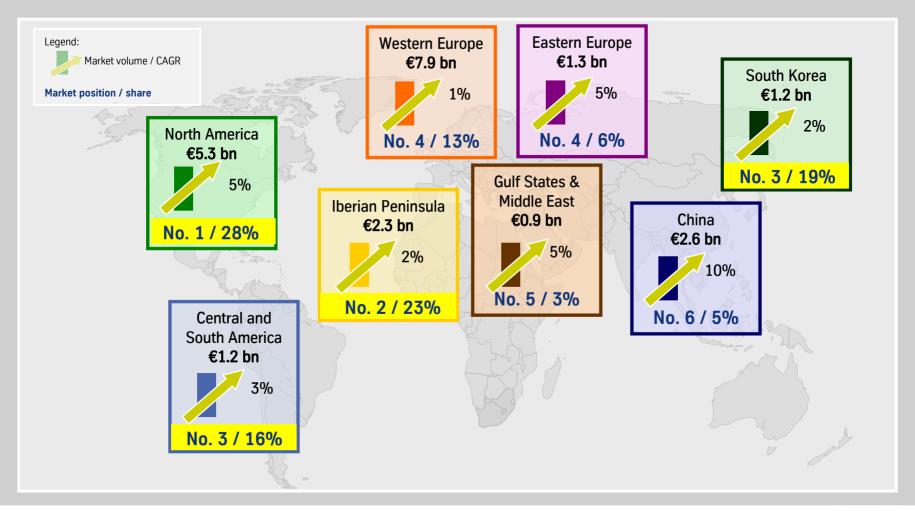
## **ThyssenKrupp Elevator Organization and Key Figures**







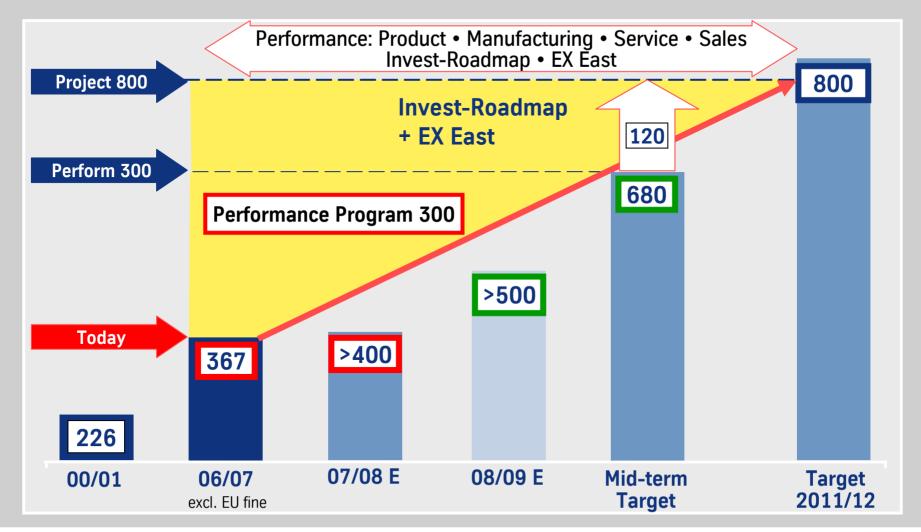
## **Selective Market Positions of ThyssenKrupp Elevator**





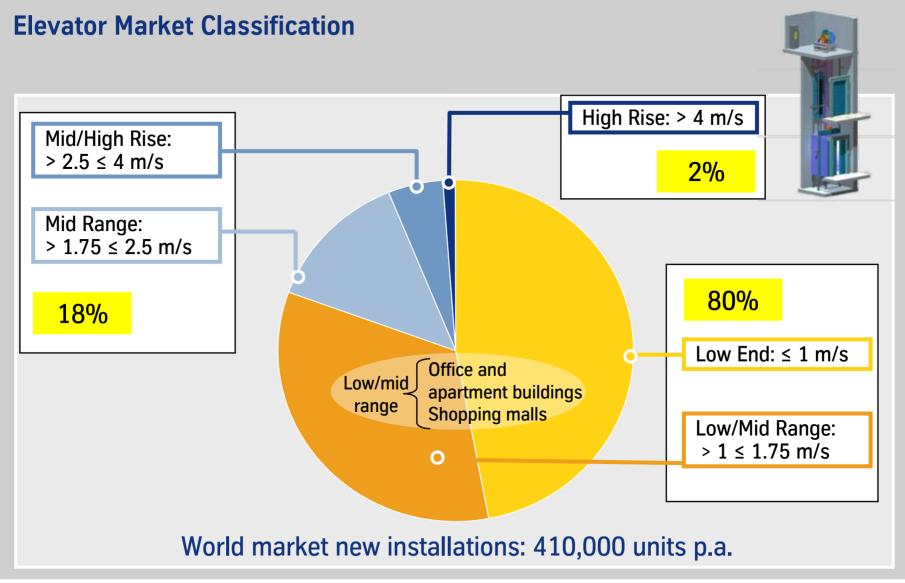


## **Elevator Performance Program 300**





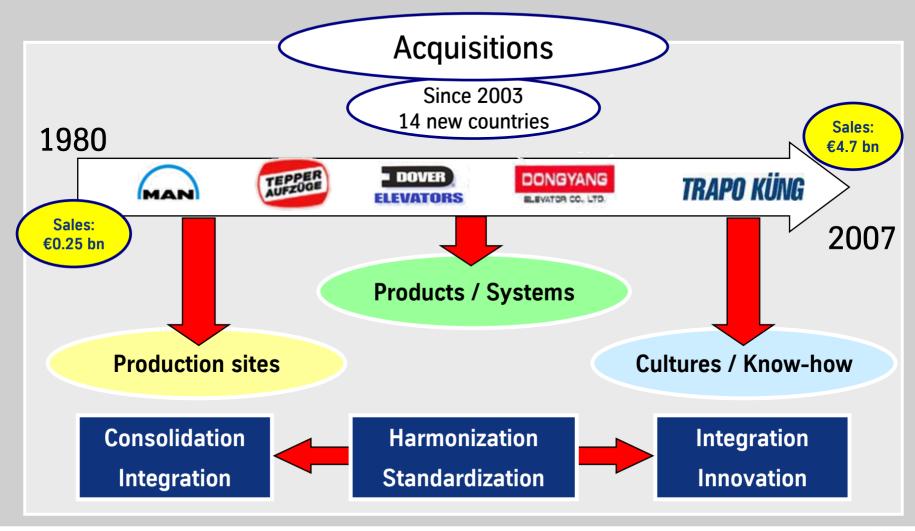








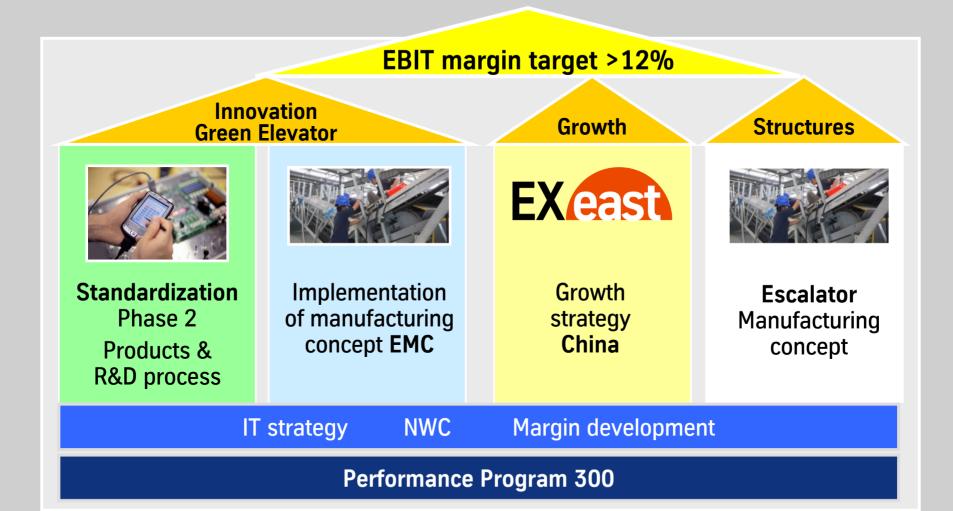
## **ThyssenKrupp Elevator: Initial Situation**



ThyssenKrupp Elevator



## Strategic Development ThyssenKrupp Elevator







# **Elevator Performance Program 300**

## Overview

	Δ Manufacturing				ΔΝΙ				∆ Service				$\Delta$ Modernization				∆ Total			
in€m	07/08 vs 06/07	08/09 vs 07/08	09/10 vs 08/09	Total	07/08 vs 06/07	08/09 vs 07/08	09/10 vs 08/09	Total	07/08 vs 06/07	08/09 vs 07/08	09/10 vs 08/09	Total	07/08 vs 06/07	08/09 vs 07/08	09/10 vs 08/09	Total	07/08 vs 06/07	08/09 vs 07/08	09/10 vs 08/09	Total
CENE																				
SEAME																				
AMS																				
AP															ctu					
ES/PBB																nt f				
ACC												2		> {	E.4	15	m		 	
Corp.:EMC																				
EBT Elevator																				280





## Elevators: Worldwide standardization of components for synergy

**Drive unit**: standardized design

**Speed govenor**: standardization of the basic type

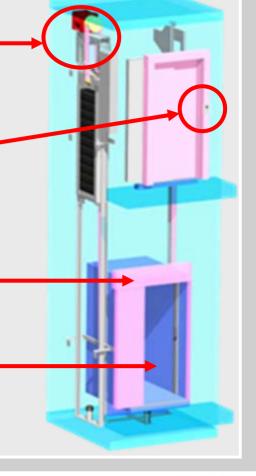
**Controller**: reduction from 8 to 3 types

**Inverter**: reduction from 6 to 3 types

Cab door operator: standardized door operator

Shaft door: European Common Door

**Elevator cab**: frameless cab

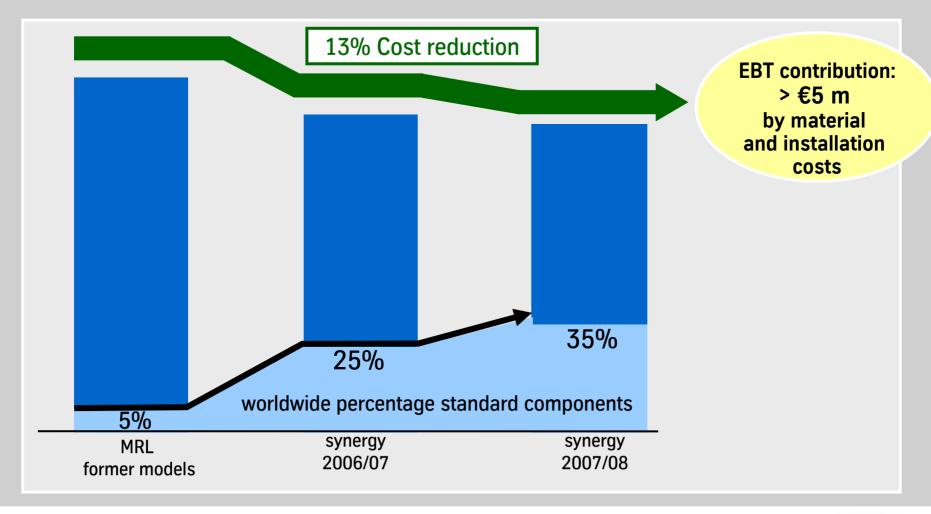








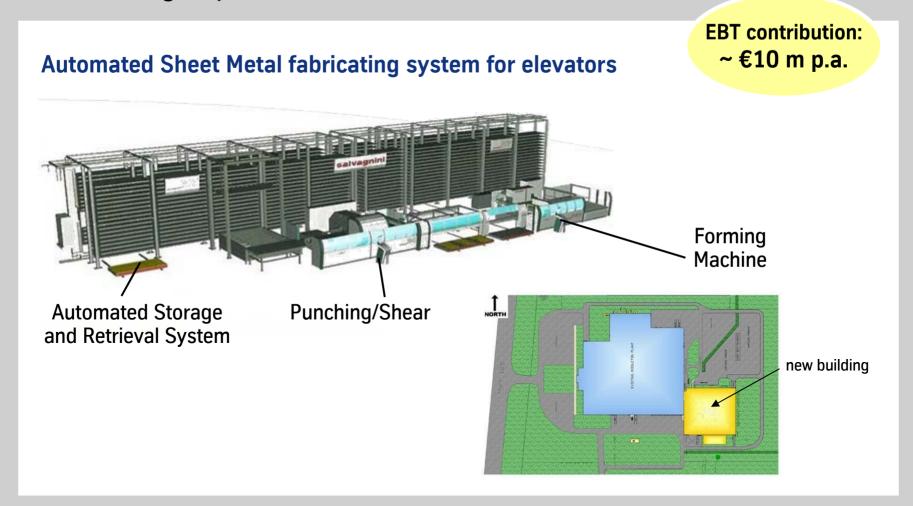






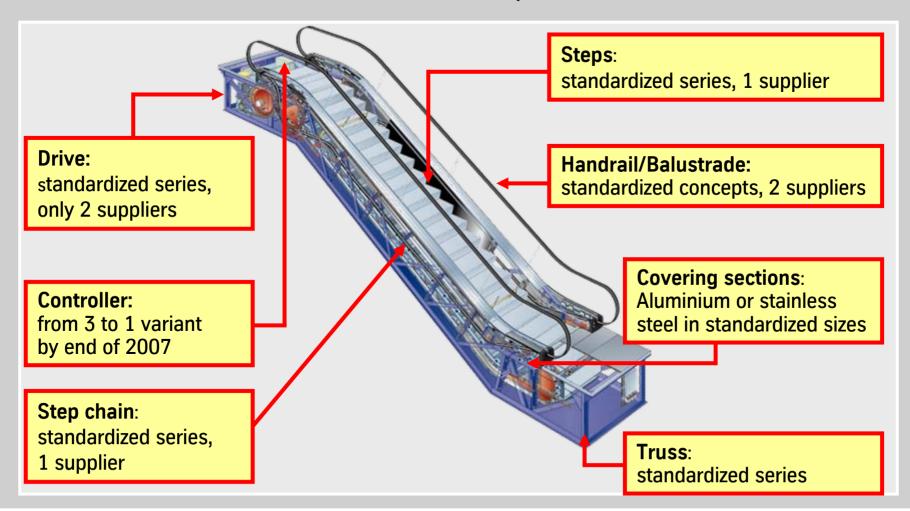


Manufacturing: Important investment in Middleton, BU AMS





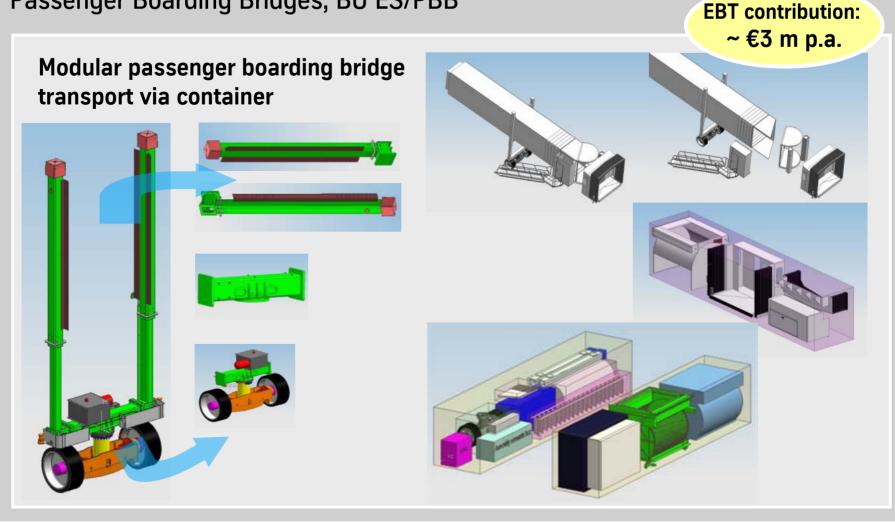
## **Escalators: Worldwide standardization of components**







Passenger Boarding Bridges, BU ES/PBB







FRT contribution:

## **Performance Program 300**

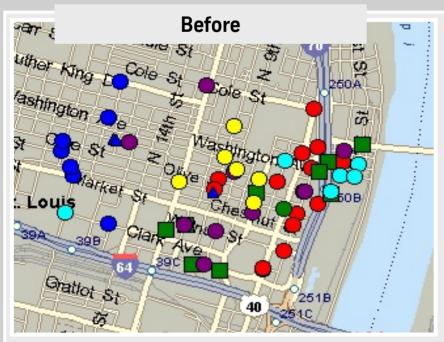
## Service Awareness Initiative (SAI), BU CENE

~ €6 m p.a. **Focus on Service** Target: Six training Program It starts with Service CENE best service modules definition is a new provider in installation profit industry Repair sales **KPI** RC Cancellation rate selection management Price increase Service standards Local branch manager Targets adaption Time schedule Monitoring service personnel Implemenwith KPIs tation (direct client contact)

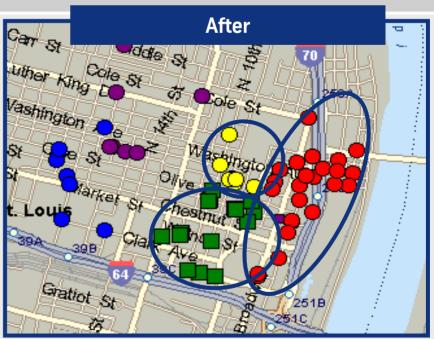




## Services: Reduction non-productive time through route optimization



- Long distances between customers
- Overlapping routes
- High response time in emergency situations



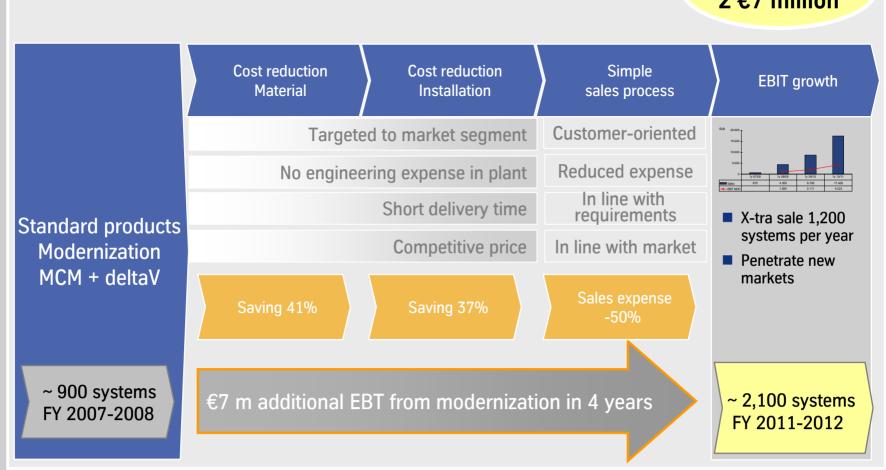
- Reduction of travelling time
- Improvement of reliability
- Higher customer satisfaction

Target: complement and expand service portfolio



## Modernization package, BU CENE

EBT contribution: Σ €7 million







## RENEW-Initiative, BU SEAME

Specialized sales unit for after-sales services Individual targets for own and third-party portfolio EBT contribution: Σ >€20 m

#### Support Activities → Tool Boxes

Specialized Renew & Service Sales Force Commercial Plan Budgeting/ Monitoring

Individual targets

MK & Operational Tools, Procedures & Documentation FOB Seame Intranet



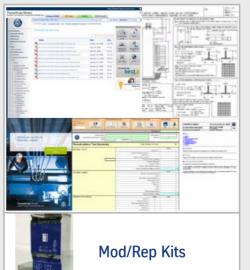
Sales





**Training** 







Sales Techniques Mod & Maintenance





# **Big Orders**Olympia 2008







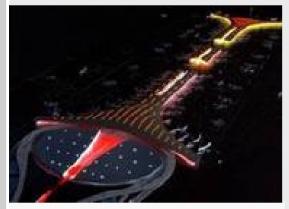
**Olympic Park National Conference Centre** 

318 elevators, escalators, moving walks,

and two exclusive mobile escalators



**Wukesong Cultural and Sports Center** 



**Beijing International Airport Extension** 



Olympic Sailboat Centre, Qingdao



**Beijing International Airport** 





## **Big Orders**

## Delhi International Airport Terminal 3, India

## **271** units:

- 73 elevators
- 135 escalators
- 63 passenger boarding bridges
- 5 years maintenance contract





## **Big Orders**

## United Tower, Jeddah, Kingdom of Saudi Arabia

## First TWIN in the Gulf States

- 4 TWINs
- 9 elevators
- 6 escalators







## **Milestone Project**

## Freedom Tower, New York City

#### At the site of the former World Trade Center

- Building height: 541 m
- ⇒ 105 floors
- 71 elevators (max. speed: 9 m/s)
- 9 escalators
- Long term maintenance contract
- Contract volume: approx. US\$ 150 million
- Completion: December 2011







## **Continuous Margin Improvement ThyssenKrupp Elevator**

Analysis of company portfolio (without ACC, ES/PBB and Corp./Cons.)

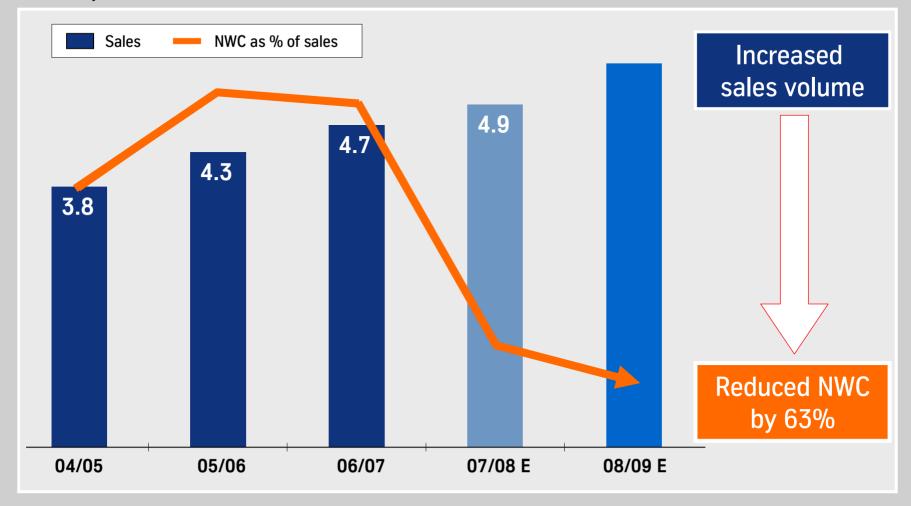






## **NWC Management ThyssenKrupp Elevator**

## Development of sales (billion €) and NWC as % of sales

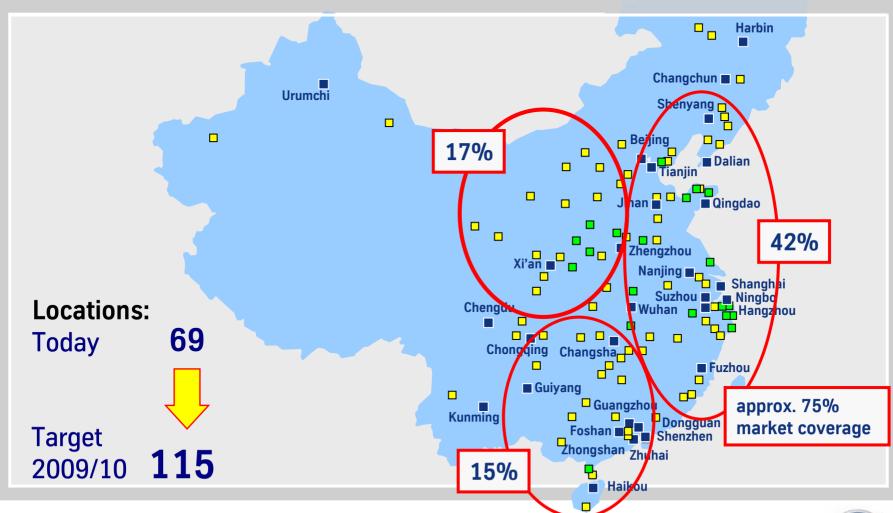






# **Network Expansion China ThyssenKrupp Elevator** Target 2009/10

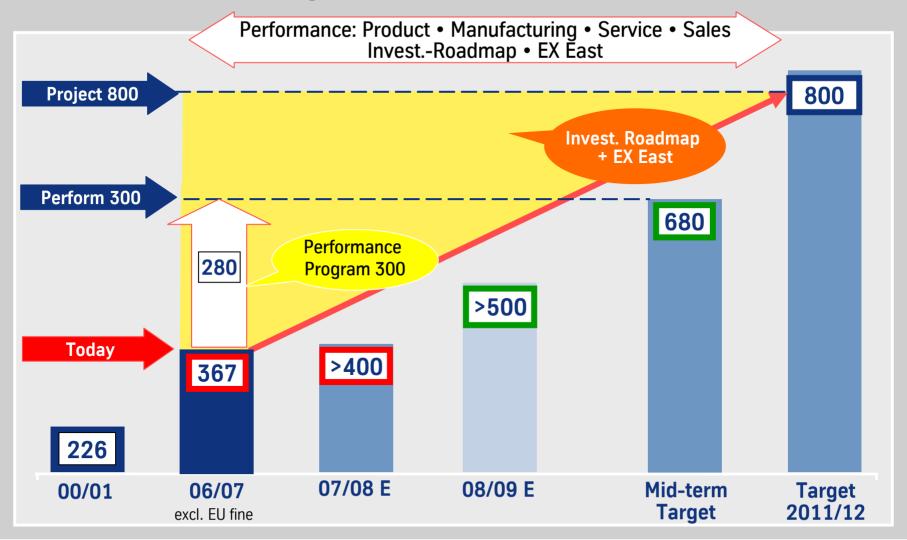




ThyssenKrupp Elevator



## **Elevator Performance Program 300**







# Strategic Development of ThyssenKrupp Services EBT million €.

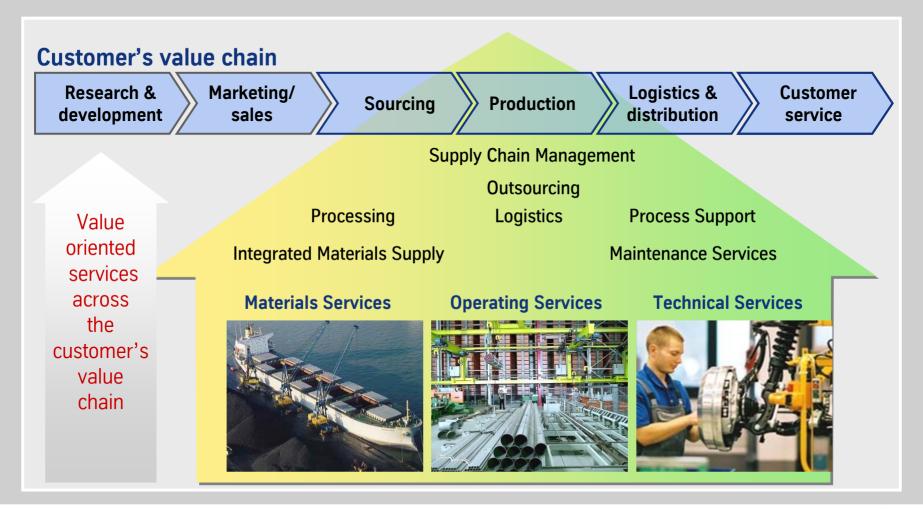






## **ThyssenKrupp Services Business Model**

## One stop shopping for the producing and processing industry

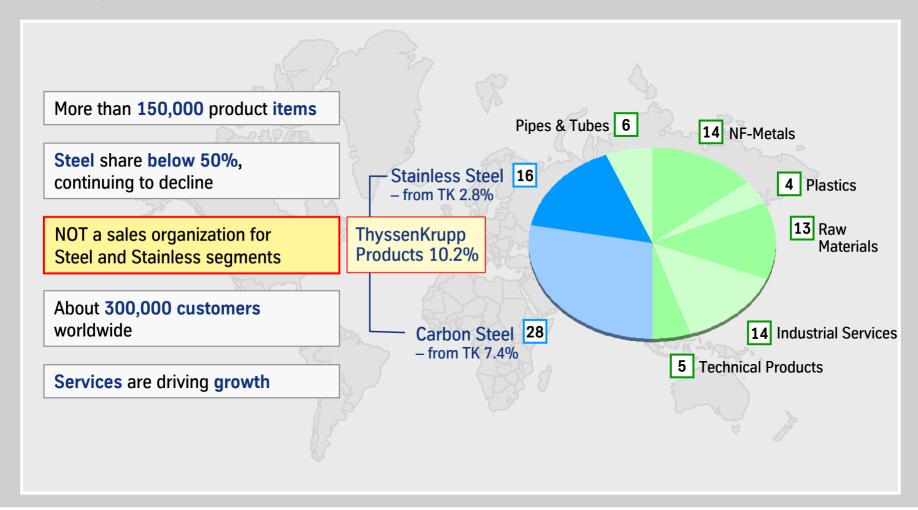






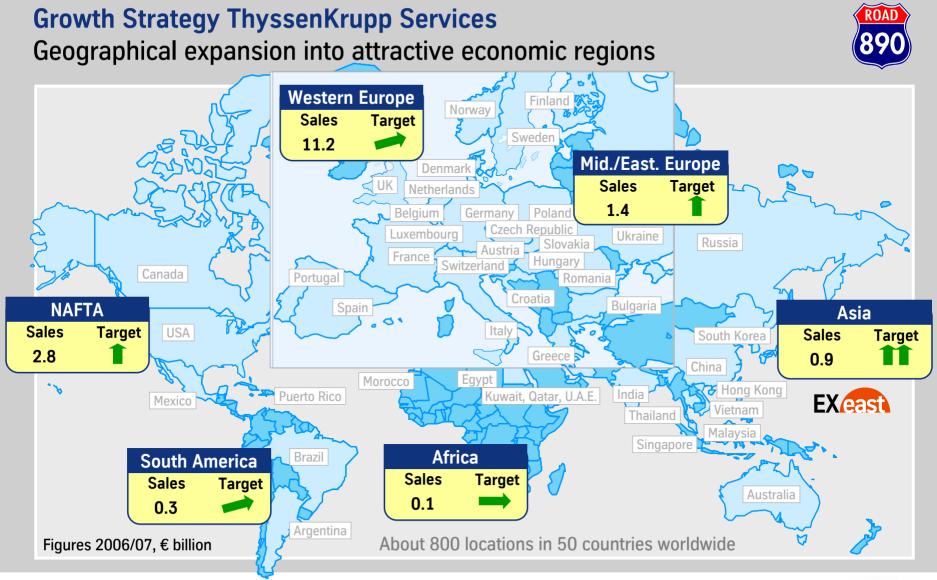
## **Unique Portfolio in Products and Services**

## Sales by products/services (%), 2006/07













## Characteristics of Materials Services Business – Review of Growth Strategy

#### **Materials Services**



150,000 product items: rolled steel, stainless steel, pipes, nonferrous metals, plastics

Warehousing, processing, logistics, warehouse and inventory management, supply chain management

250,000 customers

Sales €10.2 billion 13,695 employees 440 bases in 35 countries

- Good performance and growth
- Market position Europe, USA
- + Standards, systems, synergies
- + Strong growth opportunities Eastern Europe, Asia, USA
- Targets available in all markets
- Competition growing more strongly through acquisitions
- Volatility, capital employed

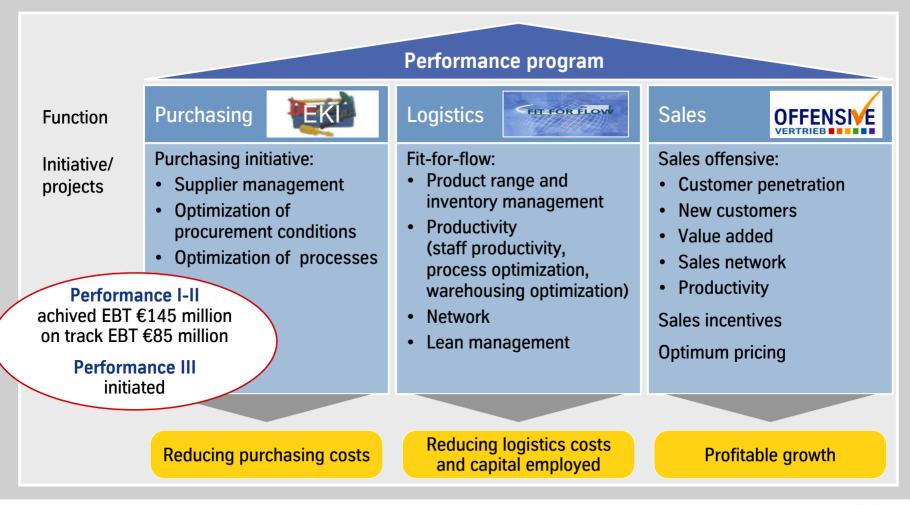
Core of segment, <u>roll-outable</u>, <u>stable</u> and manageable business model, high earnings/good EVA, <u>global</u> growth opportunities, possible major acquisitions, <u>chance to become No. 1</u>





### **Performance Materials Services**

## Consistent efficiency improvement, continuation of performance programs







# **Growth Strategy for Materials Services**

### Growth in several directions

## Regions

**Sectors** 

**Products &** services

**Eastern Europe** 



**North America** 



Asia



**Aerospace** 



**Processing** 



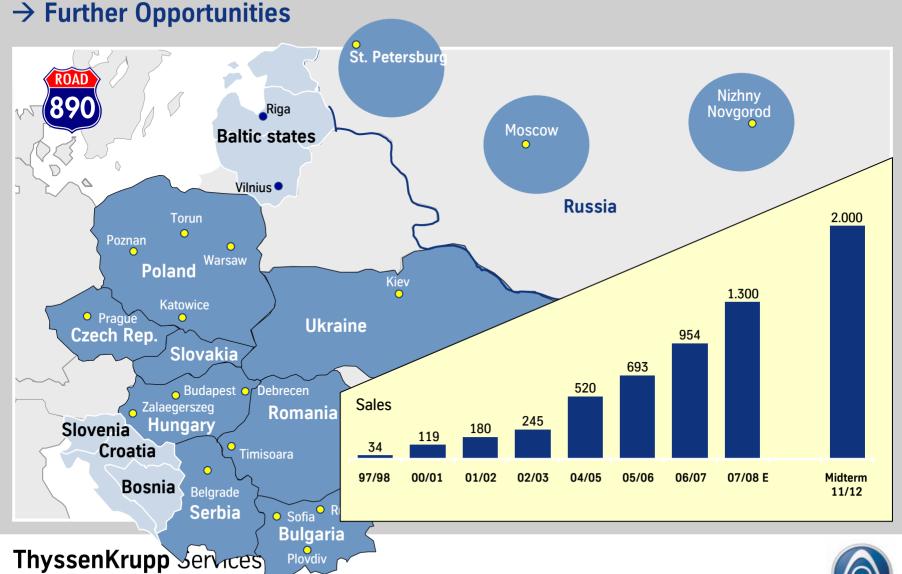
**Plastics** 



**Organic growth + acquisitions** 

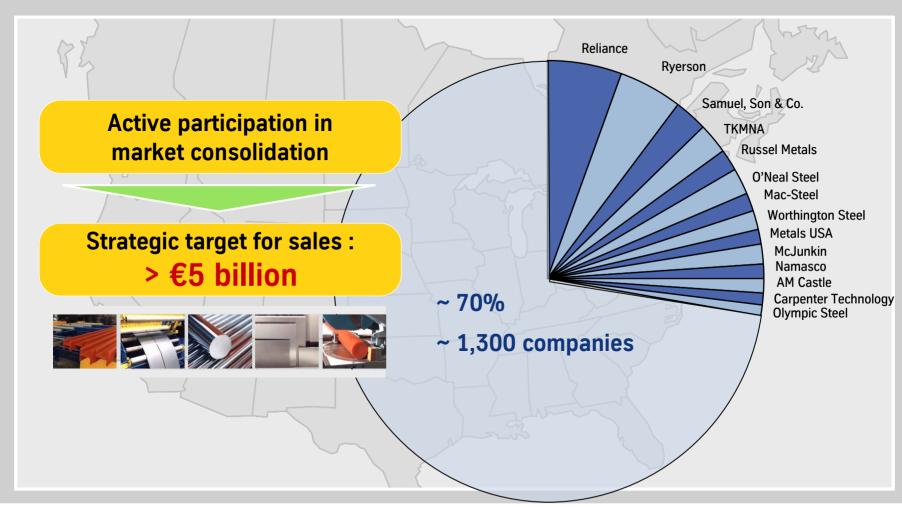


Materials Services Business Model Successfully Rolled Out to Eastern Europe





# Overview of North American Materials Market – with a Volume of €90-100 Billion one of the World's Biggest







# Example: Geographic Presence of Materials Services NA Expanded with Branches in Kenosha & Kansas City



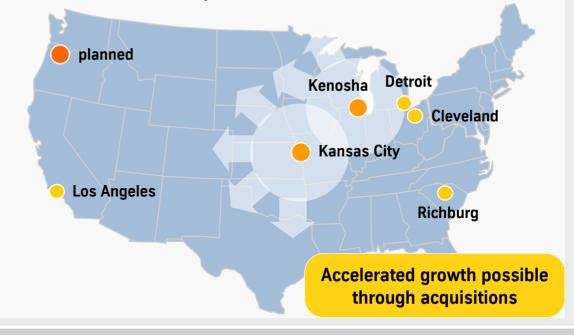
#### Geographic growth



Increased penetration of established core markets through increased capacity in existing branches

#### Investments underway

- Expansion Kenosha branch
- Greenfield Kansas City branch







# Field Research China/East Asia ThyssenKrupp Services Interviews and site visits in China



# **Suppliers**



## **Competitors**



#### **Customers**

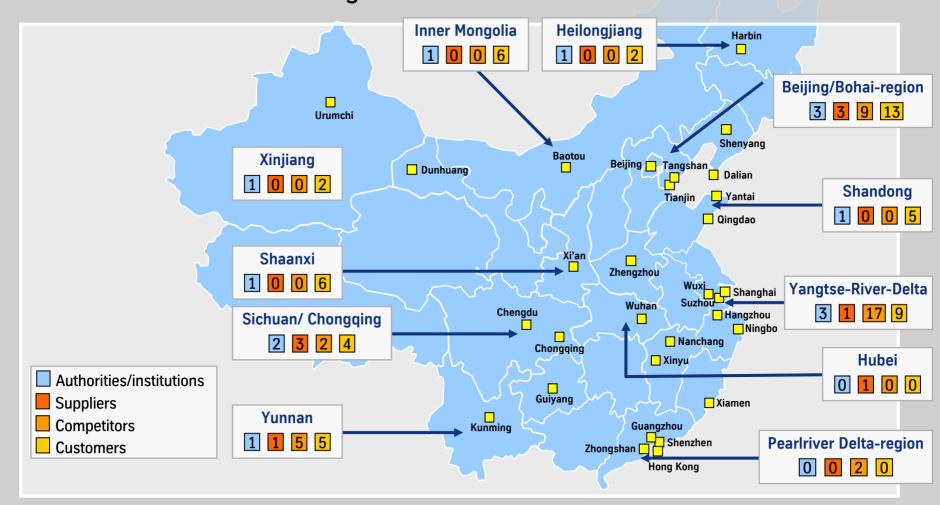






# Field Research China/East Asia ThyssenKrupp Services To date 110 visits and meetings









# Field Research China ThyssenKrupp Services

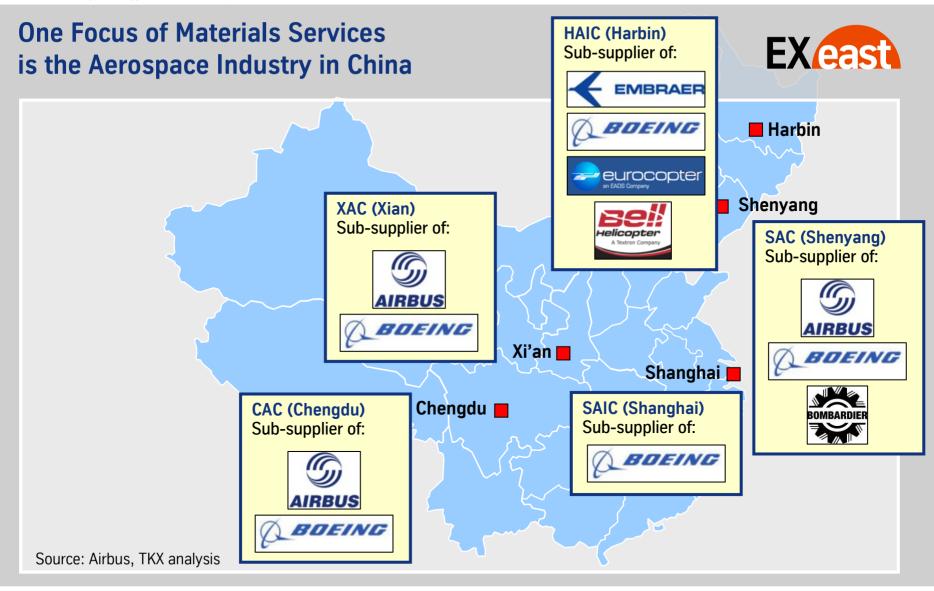






ThyssenKrupp Services





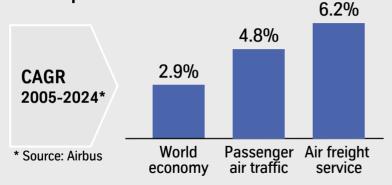




#### **Growth Sector for Materials Services – Aerospace Industry**

# Expansion in growth sectors and services Example: Acquisition of Apollo Metals Group

Disproportionate growth of aerospace industries



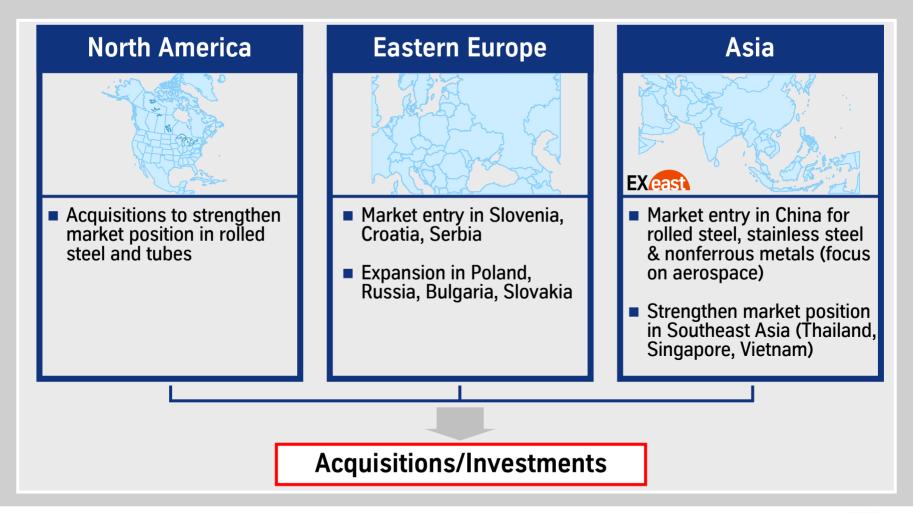
- High demand for supply chain services
- Combined pro-forma sales of ~€0.5 bn, 1,200 employees, 30 service centres in North and South America, Europe, Asia







#### **Materials Services Growth Projects**





### Characteristics of Special Products Business – Review of Growth Strategy

#### **Special Products**



Trading with steel, pipes and components,

raw materials and energy,

system solutions for contractors' plant and railway equipment

Sales €4.6 bn

1,060 employees

97 bases in 31 countries

- Unique business model, strong entrepreneurship
- Proven mastery of risks and top performance
- + Huge growth opportunities in E. Europe, Middle East, Asia
- Proximity to materials business and to Group
- Rapid decisions required, opportunities
- Min. shareholding + off-take not mainstream in the Group
- No major acquisitions possible, lack of targets

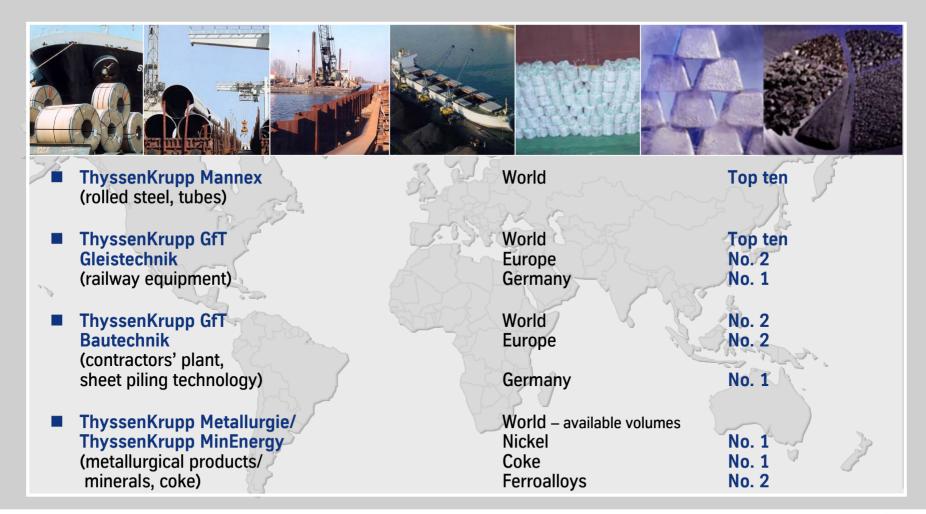
Excellent growth opportunities through minority shareholdings with off-take agreements and global infrastructure projects, pioneering role for Materials Services in growth markets

Accelerate growth and <u>raise independent profile</u> through participation of a strategic partner





# **Special Products – Top Positions on the World Market**







### **Special Products Growth Projects**



- Minority interests and exclusive marketing rights
- Products: rolled steel and large-diameter tube
- Regional: focusing on Europe & Asia

#### Raw materials



#### EXeast

- Minority interests and exclusive marketing rights
- Products: nonferrous metals & coke/coal

### **Engineering**



Expansion to system provider in rail equipment and sheet piling

**Acquisitions/Investments** 





# **Example: ThyssenKrupp MinEnergy**

### Benzene processing plant Jiahua, China

#### **Project**

Benzene processing plant

#### **Overview of project**

- Expand business volume/value added
- Entry into production of coke by-products
- Production of approx. 200,000 t p.a. (in two phases, each 100,000 t)
- 25% interest
- Cooperation with Rüttgers

Expected ROI: > 25%













#### Characteristics of Industrial Services Business – Review of Growth Strategy

#### **Industrial Services**



Maintenance, productionsupport services, outsourcing

Sales €1.9 bn
28,060 employees
245 bases
in 22 countries

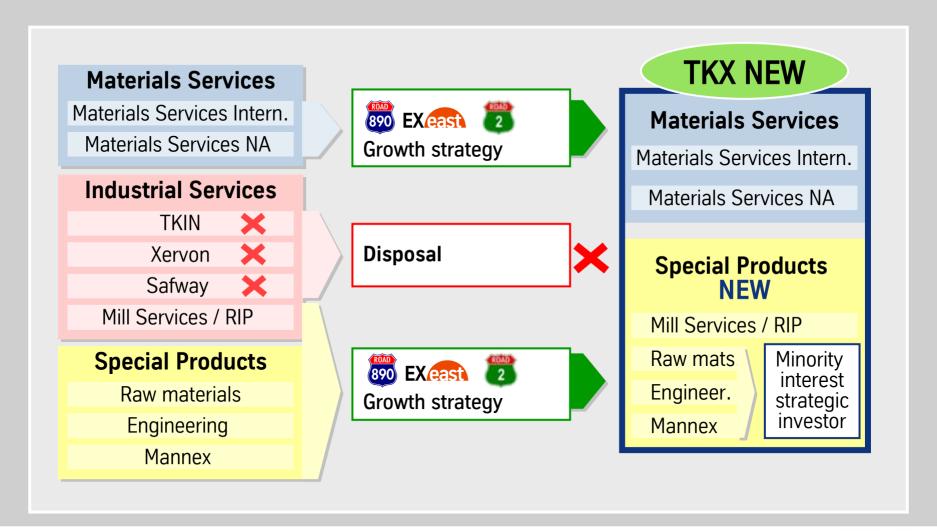
- Low volatility, high cash flow
- Good performance, organic growth
- People's business" workforce, coll. agreements, structures
- No major international targets (streamlining necessary)
- High purchase prices, goodwill
- Low synergies at branch level for acquisitions
- Compared with Materials Services limited growth in Eastern Europe, Asia (low-wage countries)

Smallest BU, <u>few synergies</u> with Materials Services, opportunities for <u>expansion</u> into a key pillar of the segment <u>limited</u>, personnel intensity calls for different organizational and management structures





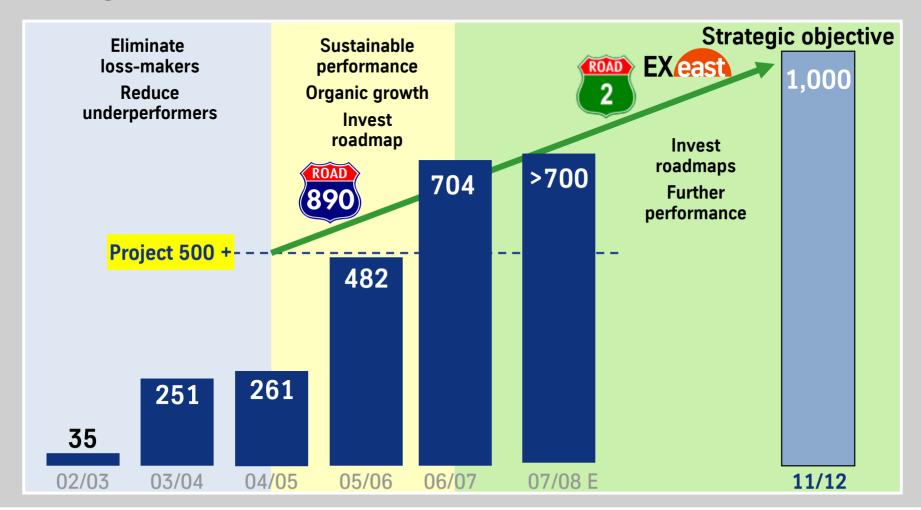
## **Conclusion: Focus on Materials Services and Special Products**







# Services Growth Strategy Through Focusing Retain goal for Services €1.0 billion EBT 11/12







### Services Business of ThyssenKrupp – Strategic Goals at a Glance

**Services Flevator Strategic Strategic** €0.8 billion EBT: EBT: €1.0 billion profit target profit target **Performance Focussing** • FMC Materials Services Components Standardization Special Products **Products** Performance • TWIN TurboTrack Ongoing programs purchasing, logistics, IT and sales synergy New performance program III Service Awareness Initiative Services RENEW Growth Regions (Eastern Europe, Asia, North America) **Regions** Eastern Europe, Asia, Gulf States Sectors (aerospace) Growth regions Products and services Infrastructure projects (Processing, plastics)





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- (i) market risks: principally economic price and volume developments,
- (ii) dependence on performance of major customers and industries,
- (iii) our level of debt, management of interest rate risk and hedging against commodity price risks;
- (iv) costs associated with, and regulation relating to, our pension liabilities and healthcare measures,
- (v) environmental protection and remediation of real estate and associated with rising standards for real estate environmental protection,
- (vi) volatility of steel prices and dependence on the automotive industry,
- (vii) availability of raw materials;
- (viii) inflation, interest rate levels and fluctuations in exchange rates;
- (ix) general economic, political and business conditions and existing and future governmental regulation; and
- (x) the effects of competition.

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